

t s22/6,k/1-6

22/6,K/1 (Item 1 from file: 16)  
DIALOG(R)File 16:(c) 2004 The Gale Group. All rts. reserv.

07301446 Supplier Number: 61905308 (USE FORMAT 7 FOR FULLTEXT)  
**Time Warner Cable Proposes Measures To Compensate Customers and Keep ABC on Air.**  
May 5, 2000  
Word Count: 363

**Time Warner Cable Proposes Measures To Compensate Customers and Keep ABC on Air.**

NEW YORK--(BUSINESS WIRE)--May 5, 2000

To protect Time Warner **Cable** customers in New York City from future service interruptions, such as the one that occurred...

...ABC on during negotiations with Disney, ABC's parent company. Rosenblum also said Time Warner **Cable** would compensate its customers for the service interruption.

Speaking at a hearing before the New...

...long-term agreement, with the condition that Disney agrees not to pull its ABC programming. "Time Warner has a proven track **record** of reasonableness in retransmission consent negotiations. In fact, we have successfully negotiated mutual agreements with...  
...programming to our customers and have always wanted to keep ABC on our system."

As **compensation** for the temporary **loss** of ABC, Time Warner will credit its customers two full days of basic **service charges**. Credits will appear on customer billing statements beginning May 19. For the disruption and inconvenience...

...free month of an additional premium channel of their choice. Beginning May 19, an automated **phone** line will enable customers to call and make their selection. During the ABC service interruption...

...could continue viewing ABC via an A/B switch connected to an antenna. Time Warner **Cable** will continue to **refund** customers up to \$15 for the purchase of an A/B switch. This rebate program will remain in effect through June 30.

"I am totally confident Time Warner **Cable** will do everything to prevent future broadcast disruptions," said Rosenblum. "As always, our loyalty remains with our customers."

Time Warner **Cable** in New York City (<http://www.twcnyc.com>) serves more than one million customers in Manhattan, Queens, Staten Island and portions of Brooklyn. The company also manages Paragon **Cable** /Mt. Vernon, Time Warner **Cable** of Bergen & Hudson Counties of New Jersey, Time Warner CityCable Advertising and NY1 News

COMPANY NAMES: Time Warner **Cable** ; Walt Disney Co.

PRODUCT NAMES: 4834000 ( **Cable** Television Services); 9980000

(Diversified Companies)

SIC CODES: 4841 ( **Cable** and other pay TV services)

NAICS CODES: 51321 ( **Cable** Networks)

22/6,K/2 (Item 2 from file: 16)  
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06994358 Supplier Number: 59177872 (USE FORMAT 7 FOR FULLTEXT)  
**ReSourcePhoenix.com Announces Fourth Quarter and Year End Financial Results.**  
Feb 3, 2000  
Word Count: 916

... 1999 was \$4.0 million, or 62% higher than the \$2.5 million in

contract **service** revenue recorded in 1998. Excluding a non-recurring, one- **time** **charge** for stock-related compensation expense of \$5.0 million, the Company had a net loss...

...invested in the required infrastructure to support of its growth. As described above, the net **loss** for 1999 included a one- **time** , non-recurring charge of \$5.0 million, or \$0.62 per share, for stock related **compensation** expense.

“We are encouraged by the continuing growth in our `sales pipeline', which we...

...of outsourced accounting operations and e-business information management. RPC pioneered the use of the **Internet** to integrate a top-tier enterprise resource planning (ERP) infrastructure with the expertise of information...

...to such differences include, but are not limited to, continued market acceptance of RPC's **Internet** -based software applications and service offerings, potential turnover among RPC's early stage and middle...

✓ 22/6,K/3 (Item 1 from file: 148)

DIALOG(R)File 148:(c)2004 The Gale Group. All rts. reserv.

06130695 SUPPLIER NUMBER: 12637128 (USE FORMAT 7 OR 9 FOR FULL TEXT)

SOUTHERN BELL REACHES AGREEMENT WITH STATEWIDE PROSECUTOR; \$15.2 MILLION

DISTRIBUTED TO CUSTOMERS

Oct 9, 1992

WORD COUNT: 2361 LINE COUNT: 00236

... BACKGROUNDUNDER

In March 1990, Southern Bell's Customer Service office in Brooksville, Fla. received several **phone** calls from customers who complained about an additional \$1 charge on their bills for the...that each company shall make the appropriate adjustments or refunds where the subscribers' service is **interrupted** in excess of 24 **hours** after the company is notified of the problem. If an interruption occurs due to a willful act or subscriber's negligence, the rule does not apply. The **refund** is a pro rata portion of the month's **charge** , depending on the number of days **service** is out.

At the next scheduled agenda conference, the FPSC approved an OPC request to...

...meet company goals. The third witness, Florida Green, testifies that she has no knowledge of **record** falsifications.

It is also revealed, about this **time** , three agencies joined in the investigation. The Florida Department of Law Enforcement, The Attorney General...

...pay a \$40,000 fine for allegations that some customers had to wait on the **phone** more than 20 seconds before reaching a repair clerk for repair problems. The investigation continues...

22/6,K/4 (Item 2 from file: 148)

DIALOG(R)File 148:(c)2004 The Gale Group. All rts. reserv.

03500565 SUPPLIER NUMBER: 06321829 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Index of employers. (hospital profiles) (Nursing Opportunities supplement)

Jan, 1988

WORD COUNT: 210302 LINE COUNT: 18943

... Nursing ..... 384-385

DISTRICT OF COLUMBIA

Veterans Administration ..... 386-387

MARYLAND

N Rockville  
 Indian Health Service .....383  
 NEW JERSEY  
 \*Clifton  
 U.S. Army Nurse Corps .....388

U.S. Army Reserve Nurse...provides opportunity for annual raises, plus bonus payment for goal and objective achievement. Differentials, weekend, **charge** and evening/night shift. Holiday work pay: time and one-half. Hiring bonus of 5...commensurate with experience and education; merit reviews at 6 and 12 months and annually thereafter. **charge**, shift and weekend differentials; 12 paid holidays; 11 accumulative time-off-with-pay days; and...are of major concern at Saint Barnabas. Medical "town meetings" are held and broadcast on **cable** television to educate the community, keep them well and out of the hospital.

BENEFITS FOR...diversity in specialty medicine.  
 GENERAL

MMC, with 526 beds and 34 bassinets, is a full- **service** community hospital, a regional health care facility and a major teaching hospital with residency programs...employees receive 50 percent tuition reimbursement.

Professional Advancement: In addition to nurse managers on each **service** area, there are permanent **charge** nurse and nurse orientor positions. The hospital's policy has always been to recognize initiative... concentrates on your selected area of specialty. Program elements include clinical skills, critical thinking and **communication**. A clinical instructor and unit preceptor will serve as both program guides and role models...00 to \$39,665.00, commensurate with experience. There are generous shift, weekend and **charge** differentials, as well as a longevity bonus. A clinical advancement program provides recognition and substantial ...of our patient-focused approach, assisting in a comprehensive cross-discipline health care team. We **monitor** our nurse-to-patient ratios closely to ensure that patients get adequate care and our...and unit management.

BENEFITS FOR NURSES

Financial: Competitive salary commensurate with experience. Generous differentials for **charge** duties and evening, night and weekend shifts.

Fringe: Life insurance, malpractice insurance, pension/tax annuity... program, Involvement in staff/management work groups and professional committees. Decentralized management committed to open **communication**. A leadership responsive to individual professional goals; broad-based, in-depth education and development programs...regular salary reviews and annual increases; shift differential for 3-11 and 11 7 shifts; **Charge** Nurse differential; holiday differential, two weeks vacation after one year, three weeks after three years...rapidly advancing profession. Our hospital wide information system the IBM Patient Care System-provides a **communication** link between nursing units and ancillary departments. The Patient Care System facilitates a faster, more...two dozen lakes, Lakeland is 1 hour from Gulf coast beaches and 1 1/2 **hours** from the Atlantic Ocean. Central Florida's major attractions (which make it the world's... program provides a portable contract, useable through CIGNA designated locations.

Fringe: ETO/PIB program for **compensated** vacation, holiday, illness time. Variable shifts: 8, 10, or 12 hour, depending on the unit...

22/6,K/5 (Item 3 from file: 148)  
 DIALOG(R)File 148:(c)2004 The Gale Group. All rts. reserv.

03290213 SUPPLIER NUMBER: 05129782 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
 Detailed review of the House airline consumer protection bill; contents of monthly reports, lost baggage and cancellation rules.  
 Aug 24, 1987  
 WORD COUNT: 2426 LINE COUNT: 00198

... difference between the departure time and the actual takeoff time for each flight.

4. On- time performance:

The on- time performance record of each flight, by carrier and flight number, measured as:

The percent of time the...such carrier to respond to the complaint. The information shall include the name, address, and phone number of passenger and a description of the complaint.

The DOT shall revise its procedures...

...the passenger service requirements, it shall take action to ensure compliance.

COMPENSATION FOR DELAYED OR LOST BAGGAGE

If checked baggage is not received within two hours of arrival time, carrier must provide passenger a one-way space-available ticket between the...extension of the term of the contract. Finally, the fees that a CRS operator could charge for the collection, display or inclusion of airline service quality information would be limited to the costs that the operator incurred for the collection...

22/6,K/6 (Item 1 from file: 20)  
DIALOG(R)File 20:(c) 2004 The Dialog Corp. All rts. reserv.

10879231 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
Time Warner Cable pledges not to pull Disney's ABC TV during contract talks  
May 05, 2000  
WORD COUNT: 205

(USE FORMAT 7 OR 9 FOR FULLTEXT)  
Time Warner Cable pledges not to pull Disney's ABC TV during contract talks

Time Warner Inc unit Time Warner Cable will not drop transmission of Walt Disney Co's ABC Television again during ongoing contract negotiations, Time Warner Cable president Barry Rosenblum said.

Time Warner Cable temporarily dropped ABC from transmission to customers earlier this week in the midst of talks...

... New York City Council today, Rosenblum also promised to compensate customers for the service interruption.

" Time Warner has a proven track record of reasonableness in retransmission consent negotiations," Rosenblum said. "In fact, we have successfully negotiated mutual...

... has elected retransmission consent - with the notable exception of Disney."

As compensation for the temporary loss of ABC, Time Warner will credit its customers two full days of basic service charges . For the disruption and inconvenience caused, the company will also give customers one free month...

... they could continue viewing the network via a switch connected to an antenna. Time Warner Cable will continue, through June 30, to refund customers up to 15 usd for the purchase...

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11/6,K/57 (Item 1 from file: 636)  
DIALOG(R)File 636:(c) 2004 The Gale Group. All rts. reserv.

04844843 Supplier Number: 67161404 (USE FORMAT 7 FOR FULLTEXT)  
New breakdown service to minimise impact of Internet crashes; Allows  
control, reduces stress and gives SLAs teeth.

Nov 16, 2000  
Word Count: 602

... can now be minimised with the launch of iowatch>linkscan. linkscan  
is a new intensive **monitoring** service that gives real- time alerts and  
diagnostic information by SMS message.

The service allows IT managers to be the...

...s Service Level Agreement (SLA) with their ISP has been breached  
enabling them to claim **compensation** and encourage better **service** .

First to Know? Internet connection failure can result in **loss** of  
critical business functions such as email, web access, e-

11/6,K/58 (Item 1 from file: 813)  
DIALOG(R)File 813:(c) 1999 PR Newswire Association Inc. All rts. reserv.

0833948 PG001  
PENNSYLVANIA TO GIVE JAIL TIME TO TELECOMMUNICATIONS CRIMINALS

DATE: June 21, 1995  
WORD COUNT: 905

...to make restitution to companies  
and individuals, and allows cellular phone carriers to sue for  
**compensatory** and punitive damages. The Cellular Telecommunications  
Industry Association (CTIA) in Washington, D.C., estimates that  
nationwide more than \$1.3 million per day in revenues is **lost** to  
individuals who steal cellular phone **service** , often billing unknowing  
third parties for thousands of dollars. Although carriers do not  
require legitimate...

...the ESN with each call. And  
with sophisticated fraud management systems, service providers can now  
**monitor** real- time use of phones and pinpoint unusual activity, allowing  
them to verify legitimate usage and stop...

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